

CUSTOMER CARE POLICY

1.0 Introduction

1.1 Arhag Housing Association is committed to providing high quality and effective services to its customers. Arhag is committed to involving and empowering residents in the development of policies and procedures and in decisions about how services are designed and delivered.

1.2 There are two key principles that underpin our customer care policy:

- To understand customer needs and expectations and in consultation with customers to design and deliver services that meet customer needs and reasonable expectations.
- The need to maintain a corporate culture of continuous improvement within Arhag, ensuring that all staff are supported and encouraged in the provision of high quality services to the Association's customers.

2.0 Legal Framework

2.1 Regulatory guidance

Arhag works in accordance with the Regulator's guidance and standards.

3.0 Policy Statement

3.1 We will consult our customers about their needs, aim to meet reasonable expectations and maximise customer satisfaction levels.

3.2 We will work to continue to be recognised as a professional, efficient and courteous housing service provider.

3.3 We will maintain a customer consultation and empowerment programme through customer representation, consultation and scrutiny.

- 3.4 We will use customer feedback to identify, plan and implement improvements in our services in consultation with our customers.
- 3.5 We will regularly review, update and publicise our policies and service standards.
- 3.6 We will produce and present performance and customer satisfaction information for customer forums, customer newsletters, scrutiny, the Arhag Board, management and staff.

4.0 Responsibility

- 4.1 The Board is responsible for approving this policy.
- 4.2 The Chief Executive has overall responsibility for the effective implementation of this policy.
- 4.3 The Quality & Performance Manager is responsible for monitoring and reviewing this policy.
- 4.4 All Managers are responsible for leading by example in making sure the principles of customer care are followed, identifying and correcting problem areas within their teams, making customer care a key issue in staff briefings, appraisals and one to one supervision meetings.
- 4.5 All Staff, at all levels, are responsible for maintaining consistent standards of service excellence, ensuring agreed service standards are achieved, abiding by the principles of customer care and making recommendations, where appropriate, for the continuous improvement of the Association's services and value for money.

5.0 Consultation

- 5.1 The Association will consult with customers and other stakeholders to ensure that service standards are being met and to promptly identify changes to services, service standards, policies and procedures that may result in improvements to services and/or value for money for the Association's customers.

6.0 Review and Board Approval

Person Responsible for the review of this policy:	QPM
Date of this review:	15 February 2013
Date of Board approval:	28 March 2013
Date the next review is due:	July 2017